



State of Connecticut EXAM ANNOUNCEMENT

EXAMINATION OPEN TO THE PUBLIC WORKERS COMPENSATION DISTRICT OPERATIONS SUPERVISOR

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| ANNUAL \$66,213 | SALARY | APPLICATION CLOSING | EXAM |
| SALARY: \$85,597 | GROUP: AR 23 | DATE: OCTOBER 12, 2016 | NO: 1608400CPD |

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

PURPOSE OF CLASS: In the Workers Compensation Commission this class is accountable for managing and overseeing the operations of the district office, the claims process of injured employees and the dispute litigation resolution process of the Commission.

MINIMUM QUALIFICATIONS REQUIRED

IN ORDER TO BE CONSIDERED FOR ADMITTANCE INTO THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING BY **OCTOBER 12, 2016**.

GENERAL EXPERIENCE: Six years of experience in an administrative capacity in an office dealing with dispute resolutions and applying statutes regulations on a daily basis.

SPECIAL EXPERIENCE: Two years of the General Experience must have been at the paraprofessional level requiring extensive use of independent judgment in the application of policies and procedures.

SUBSTITUTION ALLOWED: 1) College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one-half year of experience to a maximum of four years for a Bachelor's degree. 2) A Master's degree in public administration, business administration or a closely related field may be substituted for one additional year of the General Experience.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of relevant state and federal laws, statutes and regulations, knowledge of principles and practices of public administration; knowledge of Workers' Compensation injury procedures in public and private sectors; knowledge of legal practices and procedures in Connecticut; knowledge of legal hearing procedures; knowledge of legal research procedures and terminology; knowledge of office procedures such as personnel and payroll practices and purchasing procedures; considerable interpersonal skills; considerable oral and written communication skills; ability to comprehend and apply statutes, regulations and administrative policies and procedures; ability to deliver presentations for external and internal groups; ability to utilize computer software; supervisory ability.

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| THE EXAMINATION WILL BE COMPOSED OF: | <u>PART</u> | <u>WEIGHT</u> |
| | EXPERIENCE AND TRAINING | 100% |

APPLICATION/EXAMINATION PROCEDURE

APPLICANTS MUST SUBMIT:

- (1) Completed Application Form (CT-HR-12)
- (2) Supplemental Examination Materials (see instructions below)

In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above AND complete the required examination materials as detailed below. **Applicants who do not submit the required application and supplemental examination materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision.** Resumes and/or vitas will not substitute for the required application form or for the required examination materials.

EXAMINATION INSTRUCTIONS: Section 1. For each job (maximum of three) which you feel has best prepared you for the job of Workers Compensation District Operations Supervisor include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Workers Compensation District Operations Supervisor cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow. **(1) Experience in an administrative capacity in an office involved with insurance, claims or legal actions, applying policies, statutes or regulations on a daily basis.** Be specific in describing the kinds of claims or cases you were involved with, the types of policies, statutes or regulations you oversaw or administered and for whom and what purpose they were applied and/or administered. **(2) Administrative/supervisory experience.** Describe your responsibilities developing, implementing and evaluating procedures, guidelines and regulations. Be specific in describing your responsibility for determining staffing levels, planning, prioritizing and coordinating work activities, evaluating the work of staff, taking necessary corrective action and initiating progressive discipline (include the number and job titles of staff and/or team members). Be specific in describing your supervisory responsibilities including work assignment, scheduling, training, performance evaluation and administering disciplinary or corrective action (include the number and job titles of staff you supervised). **(3) Oral/written communication experience.** Describe your responsibilities serving as a liaison to other individuals involved in program activities including the nature and purpose of these contacts. Be specific in describing your responsibility for interpreting policies, procedures, laws and regulations and to whom you provided this interpretation. Be specific in describing your responsibility for preparing reports, training materials, statistical analysis and for whom and what purpose they were prepared. **Section 2.** On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job. **Important Notes:** **(1) Make certain both your application form and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process.** **(2)** Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name). **(3)** Do not include materials other than those requested above. **(4) Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by OCTOBER 12, 2016.** **(5)** Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, CT 06106-1658 **(Secure Fax #860-622-2875).** **If faxing materials, keep a copy of your completed application form, exam materials and the fax transmittal receipt for your records. Make certain that your application form and exam materials are complete and transmitted correctly and without error. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted.** **(6)** Due to the large number of applications received, we cannot confirm receipt of applications. **(7) Examination scores will be mailed by NOVEMBER 23, 2016.** **(8) A separate application/examination package must be submitted for each exam you are applying for.**

FORMS: Application forms ([CT-HR-12](#)) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) or at the Offices of the Connecticut State Job Centers.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, persons with disabilities and military veterans.